CHANGE MANAGEMENT POLICY
FOR ITS DEVELOPMENT AND PRODUCTION SYSTEM

Effective: July 13, 2000
Revised: July 13, 2000
Owner: Gene Puckett / Marsha Dotson

PURPOSE

To define the requirements for documenting, reviewing, and approving planned changes to any system that provides a service to the Customers of the Division of Information Technology Services. Note: The term "customer" includes internal ITS staff as well as external customers.

SCOPE

This policy applies to all employees in the Division of Information Technology Services and to the customers of ITS who utilize the services provided by ITS.

POLICY

A change request must be submitted, reviewed, and approved for any activity or action that will affect a development or production service used by customers or which could impact system availability. This includes, but is not limited to, the following: hardware, software, voice, data, network, microwave, radio, CPU, file server, and so on. Documentation must occur in the ITS Change Management system. This policy covers planned changes and emergency changes.

Change Management meetings will be held each Thursday morning at 9:00 a.m. to review planned changes with the customers of ITS and ITS employees. Routine proposed changes must be available for review in the change management system at least 3 days prior to implementation and be considered in at least one Change Management meeting. All other changes will be considered only in an emergency situation.

Planned Change Requests

1. Change requests must be submitted through the change management system,

reviewed and approved by management and COTS by 12:00 Noon each Wednesday in order to appear on the next day's report for discussion at the Change Management meeting. Change requests received after 12:00 Noon will not appear until the following week and will not be considered until they have been reviewed at the Change Management meeting.

2. All planned changes must have been tested and documented prior to implementation in a production environment.

3. All planned changes that would require interruption to a production environment providing a business service must be scheduled at an hour that has the least impact to production and customers.

4. The person requesting the change or their representative must attend the change meetings either in person or by telephone prior to implementing the change in order to answer any questions and resolve conflicts.

Emergency Change Requests

1. An emergency change request includes any actions undertaken to immediately resolve a problem that has occurred.

2. An emergency change request affecting a "high availability process"such as Public Safety CICSCJ, Health Care Finance etc. must have approval of a Section Manager and a Division Director or Assistant Director.

3. If an emergency change request is necessary after hours, the change must be coordinated with the Operations Duty Manager and the COTS on-call person.

All emergency change request must be documented in the change management system prior to completion or immediately following completion.